

MyNavy Career Center (MNCC) Update



Fleet N1 Virtual Town Hall

29 October 2018





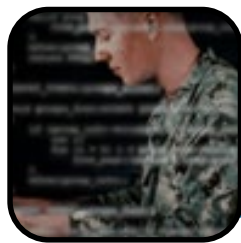
Today's Agenda

Agenda	Time
Welcome	2 min.
MNCC: The Future of HR Support	25 min.
<i>MNCC Beta Launch & Initial Successes</i>	-
<i>Continuous Improvement</i>	-
<i>"How to Use MNCC": ePAR & My Record Processes on MNP</i>	-
<i>New Capabilities on MyNavy Portal in November!</i>	-
Questions & Discussion	30 min.
Wrap-Up	3 min.



The Future of HR Support: MyNavy Career Center

MyNavy Career Center (MNCC) is a significant milestone in the Navy's plan to deliver accurate, timely, and enhanced customer service support for Sailors.



Tier 0: MyNavy Portal

HR actions and knowledge tools are available through online-self service on MyNavy Portal (MNP) organized by Career & Life Events



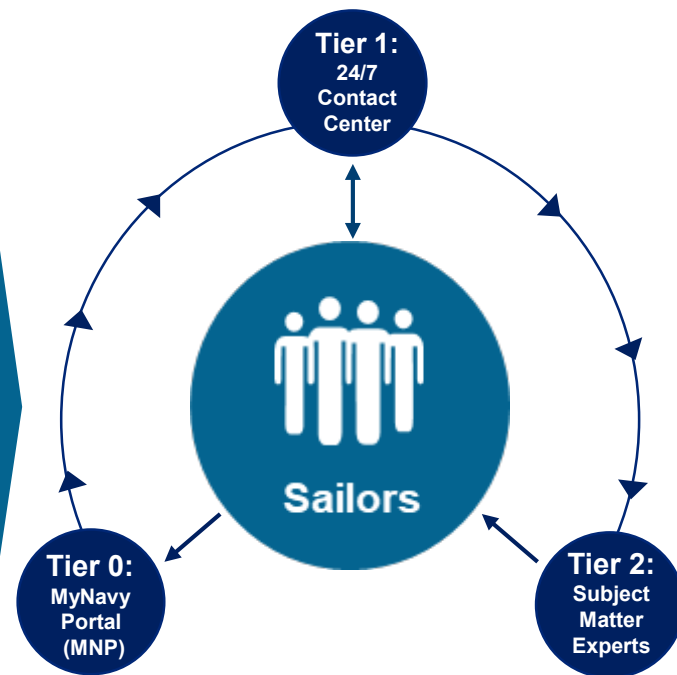
Tier 1: 24/7 Contact Center

At any time, day or night, Sailors can contact the MNCC Contact Center by phone at (1-833-330-MNCC), via email at askmncc@navy.mil, or through MyNavy Portal (MNP) at my.navy.mil



Tier 2: Subject Matter Expert Support

Appropriate Subject Matter Experts receive and address requests from MNCC Contact Center Agents as needed





MNCC Early Impacts

- Prior to launch, MNCC resolved **2,000+ Service Requests** for accountability musters from Sailors impacted by **Hurricane Florence and Typhoon Mangkhut**
- Since launch day, the MNCC Contact Center has **resolved 20,000+ Service Requests**, and **90+% of Sailors** who completed customer response surveys had a **positive experience**
- In its first week of opening, **we reached 1,350,000+ people** about the launch of MNCC through publications and social media





MNCC Improvements Currently Underway

MNCC will continually improve operations based on data-driven feedback as capabilities mature. Through this continuous improvement, we are providing Sailors and their families more accurate, timely, and improved customer service.

MNCC Beta
SEP-2018



- Improve Sailors' visibility into tracking Service Requests
- Provide Command Pay and Personnel Administrators (CPPAs) specialized support through MNCC
- Expand Knowledge Management article base
- Improve communications to the Fleet about MyNavy Portal capabilities
- Utilize Change Agent Network to spread information about MNCC

MNCC Focus:
Accuracy, Timeliness and
Excellent Customer Experience

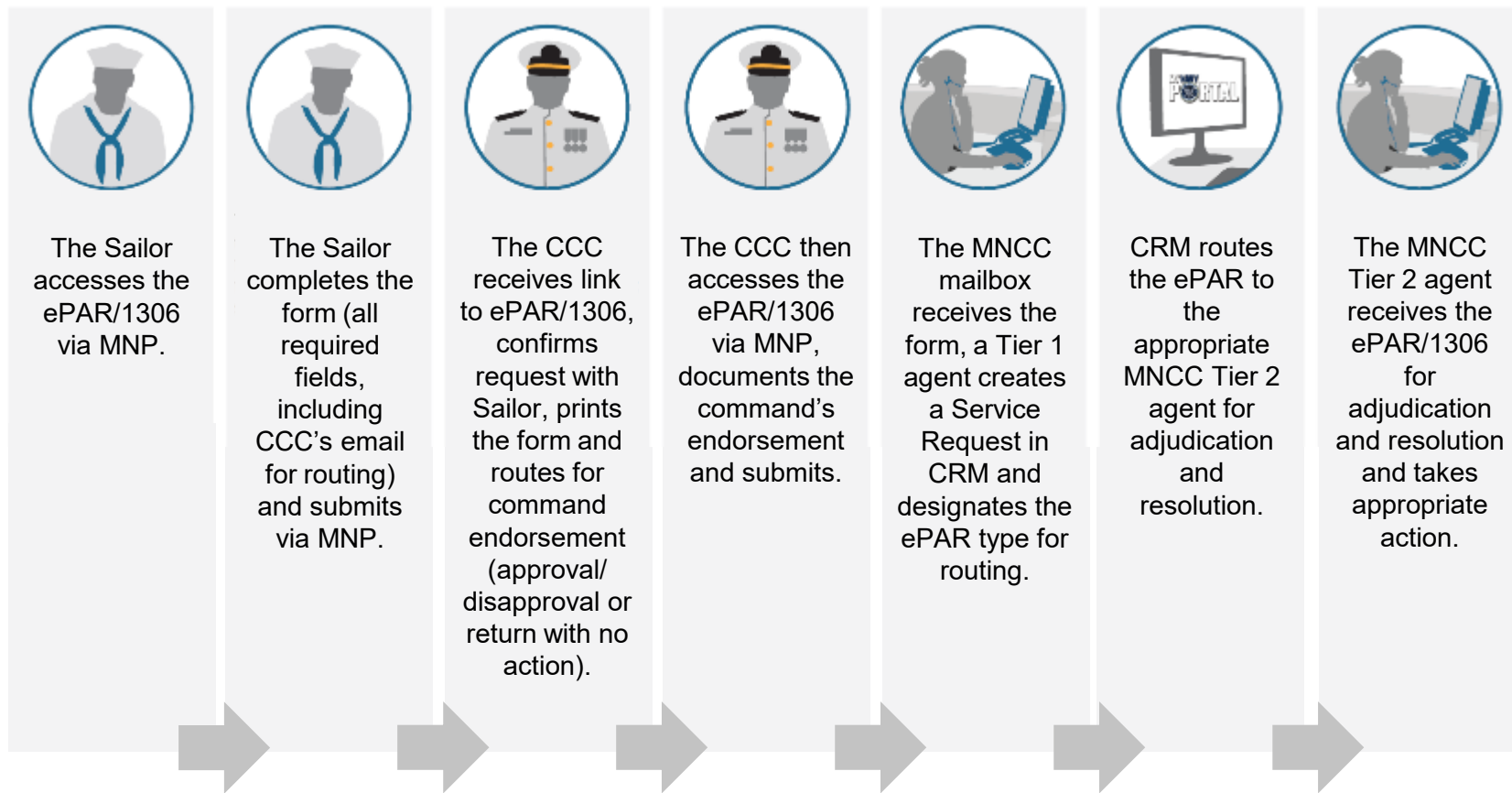




How To Use MNCC

Electronic Personnel Action Request (ePAR/1306) Process

At MNCC Beta, Sailors, Command Career Counselors (CCCs) and MNCC support staff will experience the following process when submitting an ePAR/1306 on MyNavy Portal at my.navy.mil:



Sailors' Command Pay and Personnel Administrators (CPPAs) remain their first contact for support when it comes to addressing HR questions.

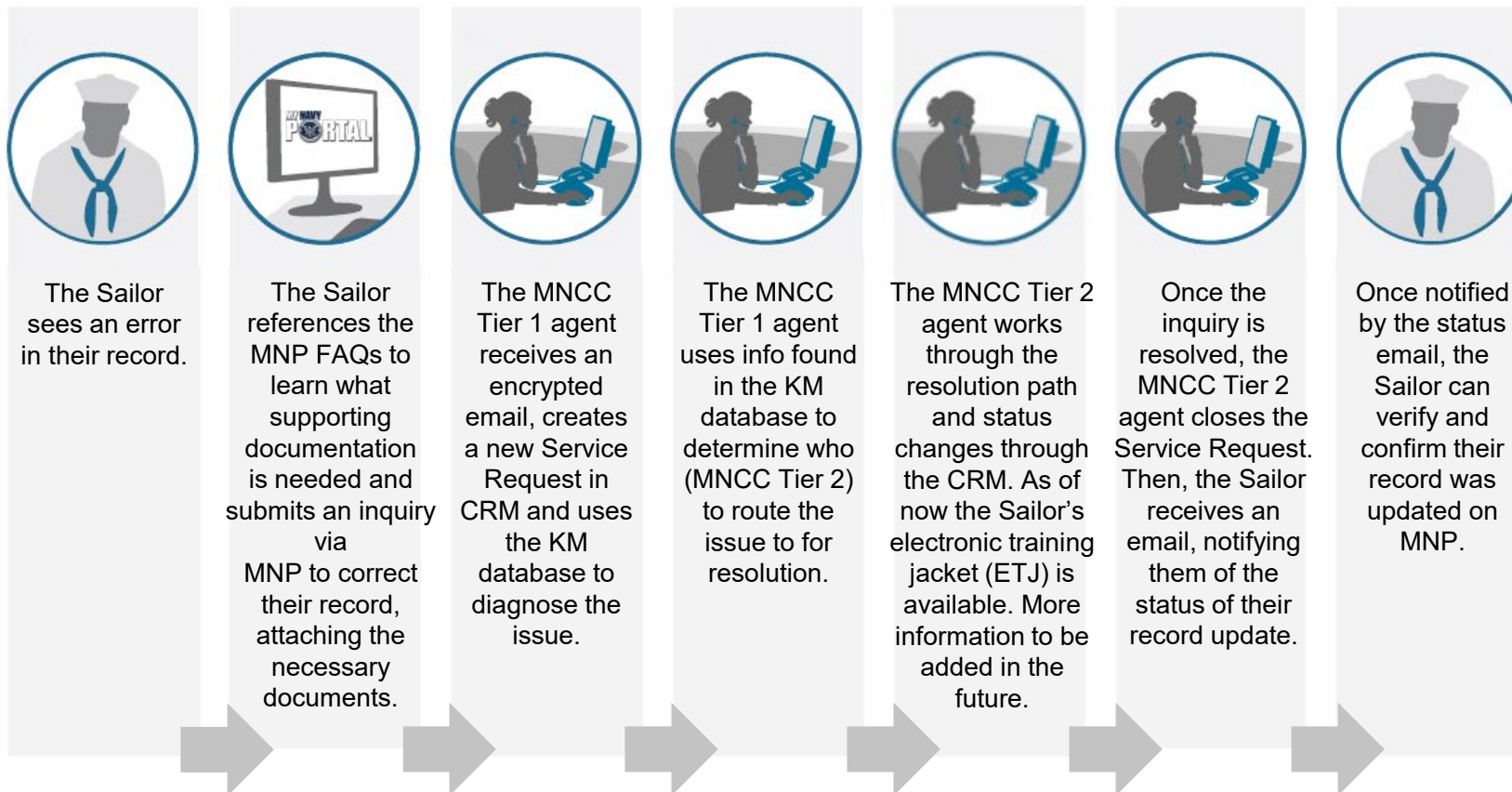




How To Use MNCC

My Record Web 1.0 Process

At MNCC Beta, Sailors and MNCC support staff follow this process when completing updates to a Sailor's personal HR data on My Record Web 1.0 at MyNavy Portal:



Sailors' Command Pay and Personnel Administrators (CPPAs) remain their first contact for support when it comes to addressing HR questions.





MyNavy Portal (MNP) - Upcoming Capabilities

eLeave

What is eLeave?

Initial capabilities allow Sailors to submit ordinary leave requests through MNP. Until the eLeave function on MNP is fully developed, other leave requests can be completed in NSIPS using existing processes.

What's the benefit to Sailors?

Sailors will be able to submit, track, and modify their requests, plus, they will have access to help from MNCC contact center agents.

PCS Checklist

What is the PCS Checklist?

The Permanent Change of Station (PCS) Checklist allows Sailors to identify all of the ways in which their unique situations impact upcoming moves. Once the checklist is done, a PDF version may be downloaded as a ready reference and to monitor progress.

What's the benefit to Sailors?

Sailors may create a custom-tailored experience that meets their specific needs.





Questions & Discussion



Frequently Asked Questions

Questions from Fleet/Forces N1 Leadership and OPNAV N1 Leadership:

1. What happens if Sailors call the old NPC Help Desk Line? Will they still be able to receive support from MNCC?

Yes! If Sailors accidentally call the old NPC Help Desk line, they'll be transferred to MNCC so they can generate a Service Request with an MNCC Contact Center agent.

2. Can Sailors use their personal email addresses to create a Service Request with MNCC?

Yes – both Active Duty and Reserve Sailors can use their personal email addresses to contact MNCC, as long as they make sure to ***encrypt any Personally Identifiable Information (PII) before sending.***



What other questions do you have about MNCC Beta?





Frequently Asked Questions (Cont'd)

Questions from Fleet/Forces N1 Leadership and OPNAV N1 Leadership:

3. What are some examples of questions that Reservists can receive support with, when they contact MNCC?

While Reservists should continue to initially engage their Command Pay and Personnel Administrator (CPPA) with HR questions, they can also reach MNCC for support with a number of HR issues – including GI Bill/Veterans Benefits, Travel Reimbursement, Retirement Requests, Active Duty Pay (including AT/ADT and Mobilization), Active Component/Reserve Component (AC/RC) Transitions, Demobilization, and Participation Points.

4. What new functions can the Fleet expect to see with the MyNavy November release?

In November, Sailors can go online to identify all of the ways their unique situations impact upcoming moves using a Permanent Change of Station (PCS) Checklist. They can also go online to submit some of the more straightforward types of leave requests through MNP.



What other questions do you have about MNCC Beta?





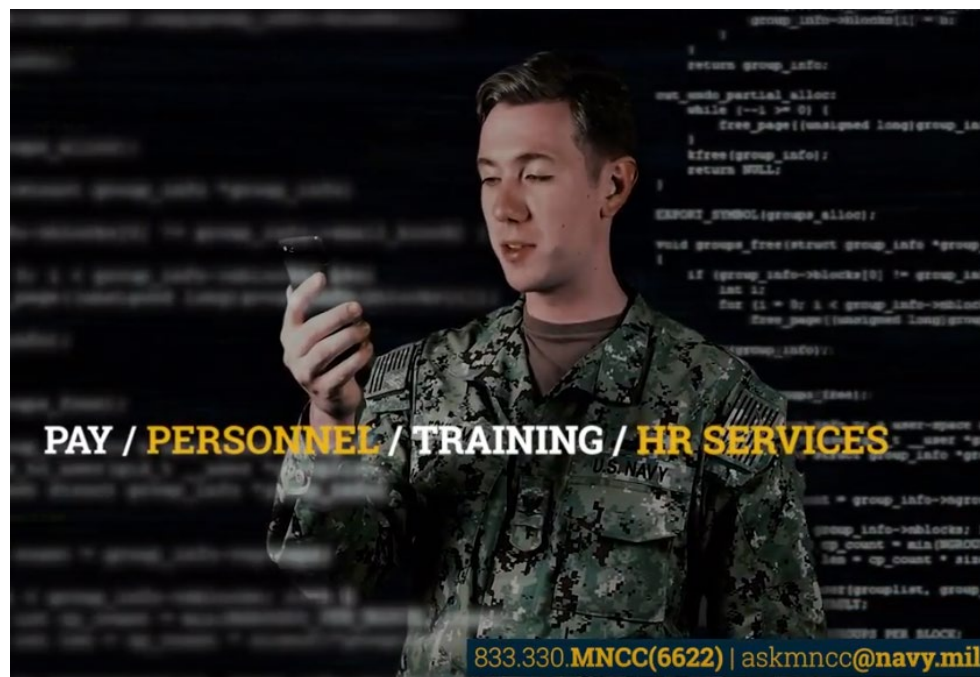
Wrap-Up



Building the Partnership

As Navy leaders, we need your help to keep the momentum from Beta as we move toward IOC. Here's how you can help:

- ✓ **Share information about Beta** with Sailors in your day-to-day conversations
- ✓ **Encourage Sailors** to call MNCC with questions
- ✓ **Join us for regular Virtual Town Halls** to learn updates and key messages
- ✓ **Reach out with questions and feedback!**



Check out the MNCC Beta Video today!

Video link: <https://www.youtube.com/watch?v=n86B5UY7H4o>

